

# Current FACts

FAC News to Use

April 7, 2016

## Secretary Landrum Visits Office of Building and Mechanical Services

*Impressed with staff experience & expertise*

**Check out pictures from the visit!**

With the legislative session coming to a close, Secretary Landrum has again started scheduling visits to meet with staff throughout the Finance and Administration Cabinet. Earlier this week he visited the Office of Building and Mechanical Services, part of the Dept. for Facilities and Support Services.

"I am so impressed with the work that our folks in the Office of Building Services and the Office of Mechanical Service do. I find it amazing the talent that we have and their dedication to making sure our facilities' systems are operating the way they are supposed to. If not, they are there to fix problems and provide a comfortable and safe work environment for state employees."

## Pamela Glover Recognized for Outstanding Service

*Letter to governor's office prompted recognition*

It's not often that a citizen writes to a governor with a compliment for service received from the Department of Revenue. But, recently a taxpayer did just that.

A gentleman who was made executor of an estate had several questions and called to check on his case. After resolution, the gentleman sent a letter to Governor Bevin asking him to recognize the quick and gracious service that Pamela Glover, taxpayer service specialist II, provided him.

"This was all new to me so I had several questions; Ms. Glover answered all of my questions with glowing empathy for myself, as well as the situation I was dealing with. To hear such a positive voice was so comforting," he wrote.



"The stress that Ms. Glover was able to relieve for me was tremendous... please let her know that she is valued."

During Sec. William Landrum's visit to DOR on

Wednesday morning, he had the opportunity to meet Ms. Glover and presented her with a letter of appreciation.

In his letter he wrote, "Your reflect all the qualities in a professional Service Specialist. Your extraordinary initiative, sound technical

**Have you heard of a \$1,000,000 smile?**

**"As an employee representing Kentucky, working for the Department of Revenue, my voice is my smile and it has worth to someone."**

—Pamela Glover

competency, and positive direction provided the proper assistance that was able to put the family at ease in working through the issues.

"As such, you are a model for others to emulate. I take this moment to say 'thank you' and that I along with everyone else in the Finance and Administration Cabinet express our sincere appreciation for a job well done."

Ms. Glover started her career in state parks and came to DOR in 1996. She's worked in several different areas.

"When I started in Inheritance Tax, I convinced myself I would not like talking to attorney's, CPA's or taxpayers. However, it is the best part. When the phone rings you have no idea who is on the other side, no idea how much pain and grief they have endured. Closing out an estate can cause grief for the living and can be very frustrating. The last thing they encounter is DOR. I believe no one should have to go through a horrible experience filing and paying taxes. A friendly voice and a smile in that voice is what they are hoping to hear. Revenue has high standards, and as an employee I plan to keep my voice smiling."

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*Coming next week, pictures from Sec. Landrum's visit to Dept. of Revenue...*

Recognition from Pg. 1

Ms. Glover has two children, two grandchildren and one more on the way. She spent 15 years as a family member of the U.S. Army, living in Georgia, Florida and Australia, but Kentucky's the best.

She gardens, loves to read, spoil her children and grandchildren...but above all she loves to FISH!



Pamela Glover

DOR Commissioner Dan Bork reads excerpts from the letter to the Governor.

## Tips to Stop the Spread of Flu Germs from the CDC

- Try to avoid close contact with sick people.
- While sick, limit contact with others as much as possible to keep from infecting them.
- If you are sick with flu-like illness, CDC recommends that you stay home for at least 24 hours after your fever is gone except to get medical care or for other necessities. (Your fever should be gone for 24 hours without the use of a fever-reducing medicine).
- Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in the trash after you use it.
- Wash your hands often with soap and water. If soap and water are not available, use an alcohol-based rub.
- Avoid touching your eyes, nose and mouth. Germs spread this way.
- Clean and disinfect surfaces and objects that may be contaminated with germs like the flu.

## Kentucky Flu Activity Level is Widespread for 9<sup>th</sup> Consecutive Week

*Public Health Urges Vaccination for Kentuckians*

Kentucky Department for Public Health (DPH) officials have reported "widespread" flu activity to the Centers for Disease Control and Prevention (CDC) for the 9th consecutive week. Widespread activity is the highest level of flu activity, which indicates increased flu-like activity or flu outbreaks in at least half of the regions in the state.

The traditional flu season lasts from October through May. Increased flu activity began later this season than usual in Kentucky and is anticipated to continue well into May.

"Even though flu season is running later than usual, Kentuckians can still protect themselves and their families by getting a flu shot," said Dr. Kraig Humbaugh, senior deputy commissioner of DPH. "We are urging anyone who hasn't received a flu vaccine, particularly children 6 months and older and those people at high risk for complications related to the flu, to check with doctors' offices, local health departments, pharmacies or other providers about getting the vaccine."

The vaccination rate in Kentucky each flu season is about 50%. Therefore, there are many susceptible Kentuckians in the population. Flu can cycle within a community several times. Young children and those who are elderly or have chronic disease are especially vulnerable to more severe consequences.

It takes about 2 weeks after getting a vaccine for it to become effective. Vaccinations are available at Kentucky's local health departments, pharmacies and medical providers. Many health plans cover the cost of the vaccine with no copay. Kentuckians are advised to call before arriving for a vaccination.

Flu can be very contagious. Infection with the flu virus can cause fever, headache, cough, sore throat, runny nose, sneezing and body aches. Persons who develop flu symptoms should seek medical advice about the need for a medical evaluation or treatment with an antiviral drug, which could shorten the course of the illness or reduce its severity.